DISA

2004 CUSTOMER PARTNERSHIP CONFERENCE

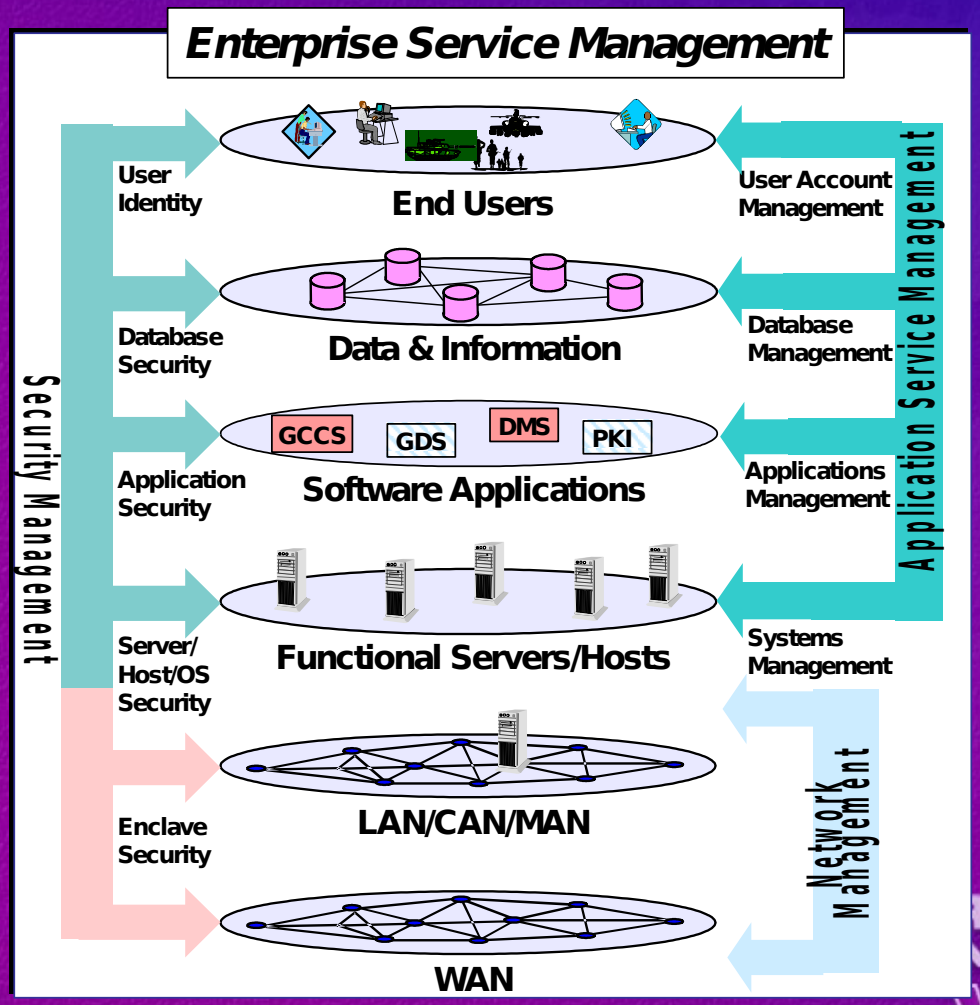
# REALIZING THE NET-CENTRIC VISION

# Enterprise Services Management

**Rick Fleming**
**GIG Combat Support**
**Defense Information Systems Agency**
**27 April 2004**

REALIZING THE NET-CENTRIC VISION

# Enterprise Services Management



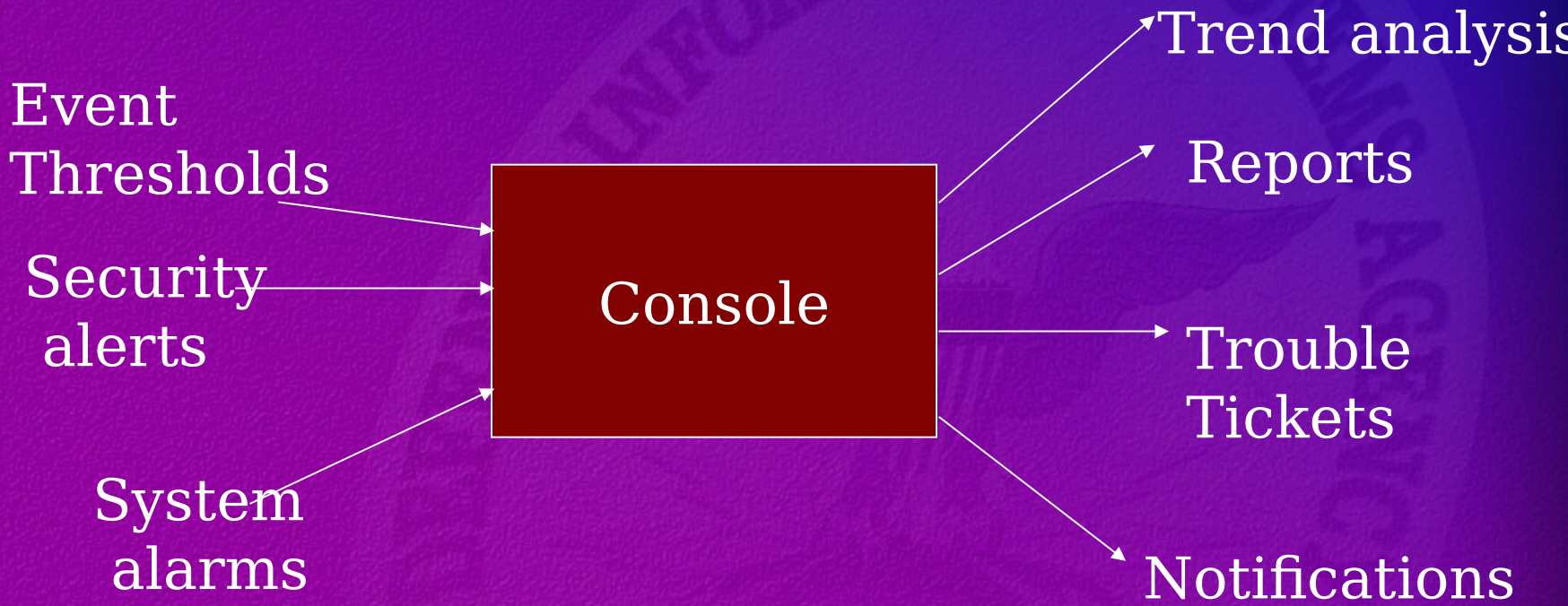

REALIZING THE NET-CENTRIC VISION

# Capabilities - Standardization

- Application Management
- Asset management
- Backup and Recovery
- Capacity planning
- Case histories
- Cluster servers for high availability
- CPU Utilization
- Data replication
- Database services
- Email
- Event Correlation
- Hardware repair data
- Inventory, Hardware and software
- Scheduling
- Manages disk storage
- Monitor and report events
- Network management and reporting
- Network maps
- Network Performance Monitoring
- Server Performance Monitoring
- Presentation layer
- Process Monitoring
- Remotely access servers
- Reporting
- Security
- Service Level Agreement tracking
- Software distribution
- Ticket metrics
- Trouble ticketing
- URL Monitoring
- URL Monitoring Service
- WAN monitoring
- Web capability
- Web page creation capability
- Work Flow engine

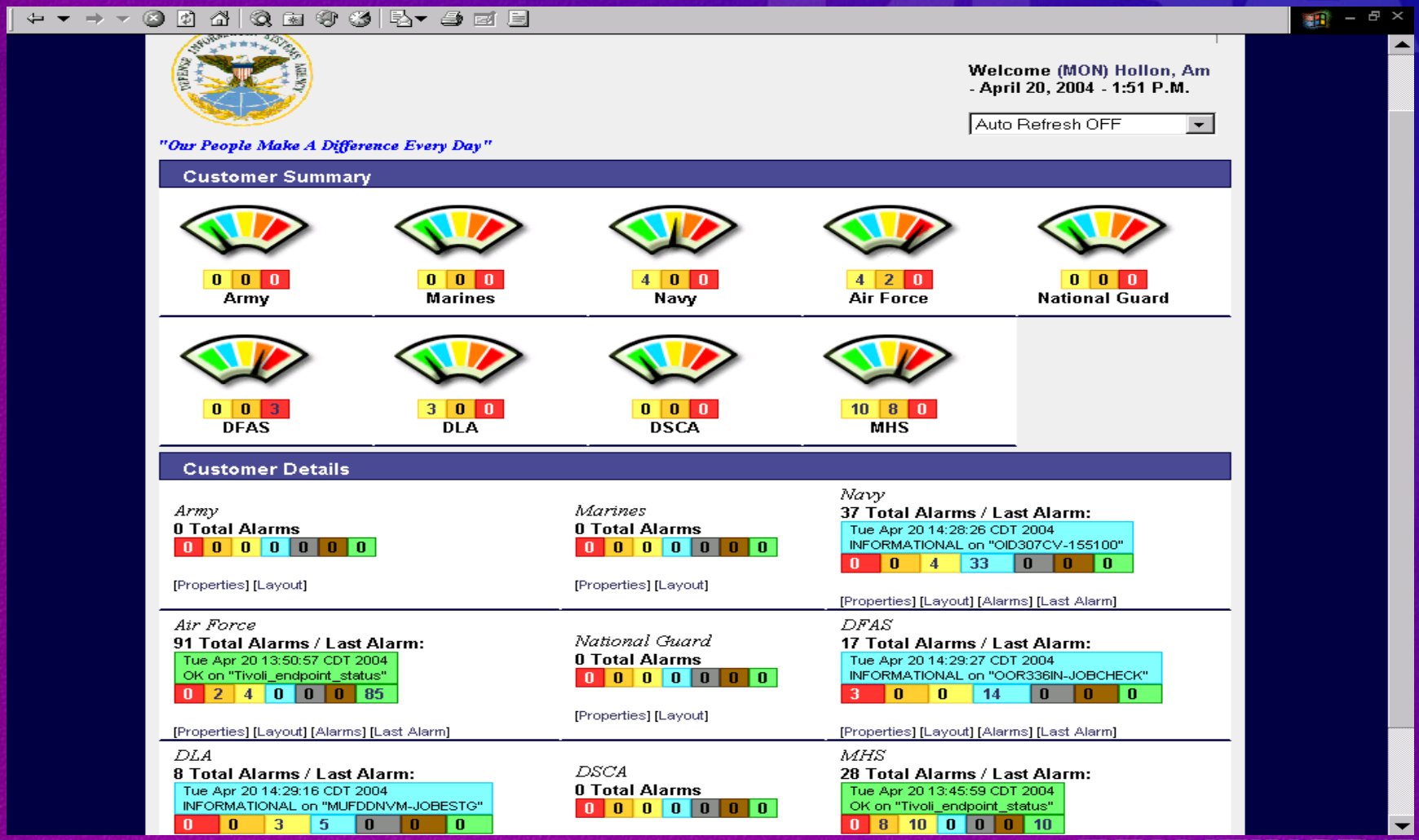
REALIZING THE NET-CENTRIC VISION

# Manage your environment from a single console.



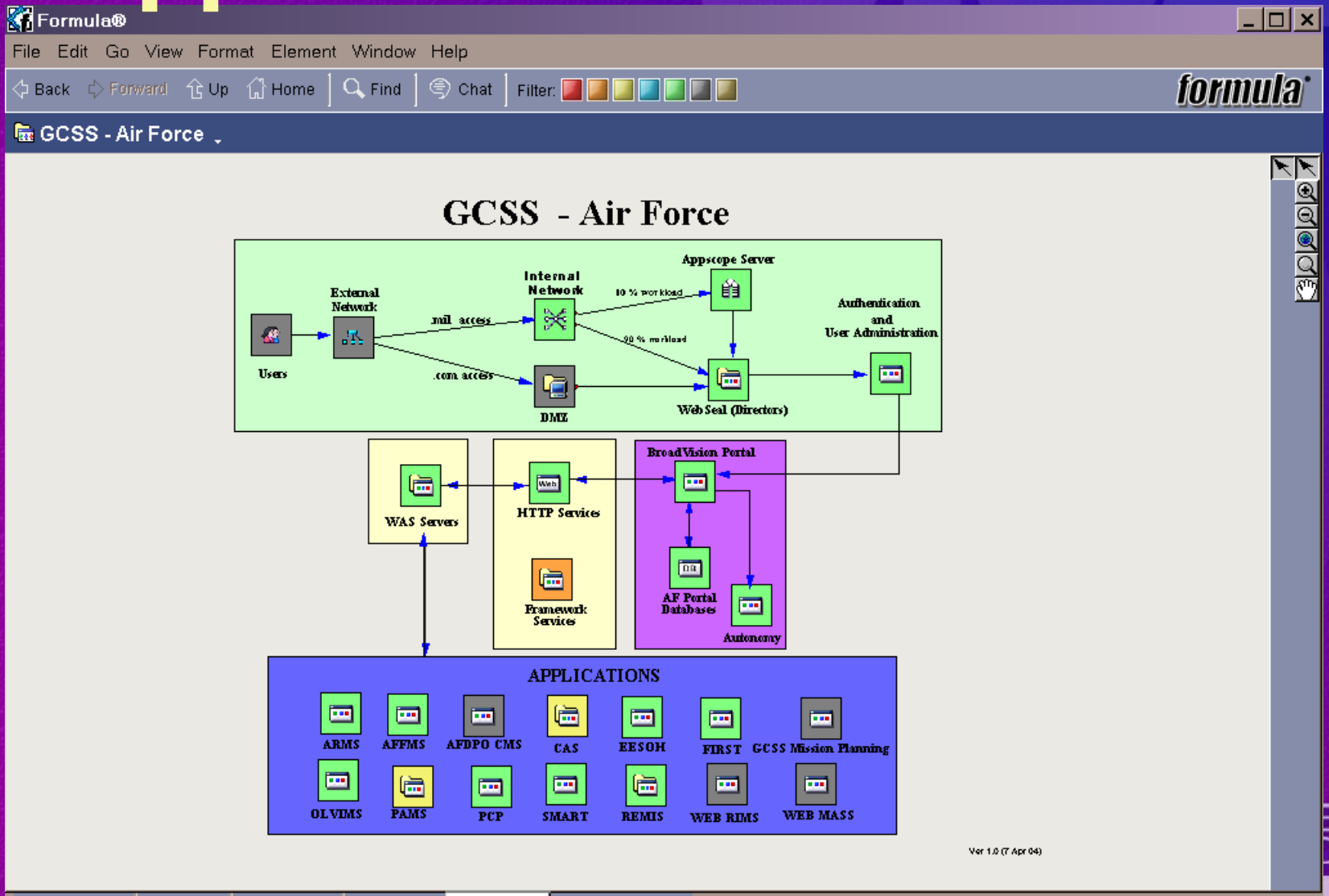

REALIZING THE NET-CENTRIC VISION

# Dashboard

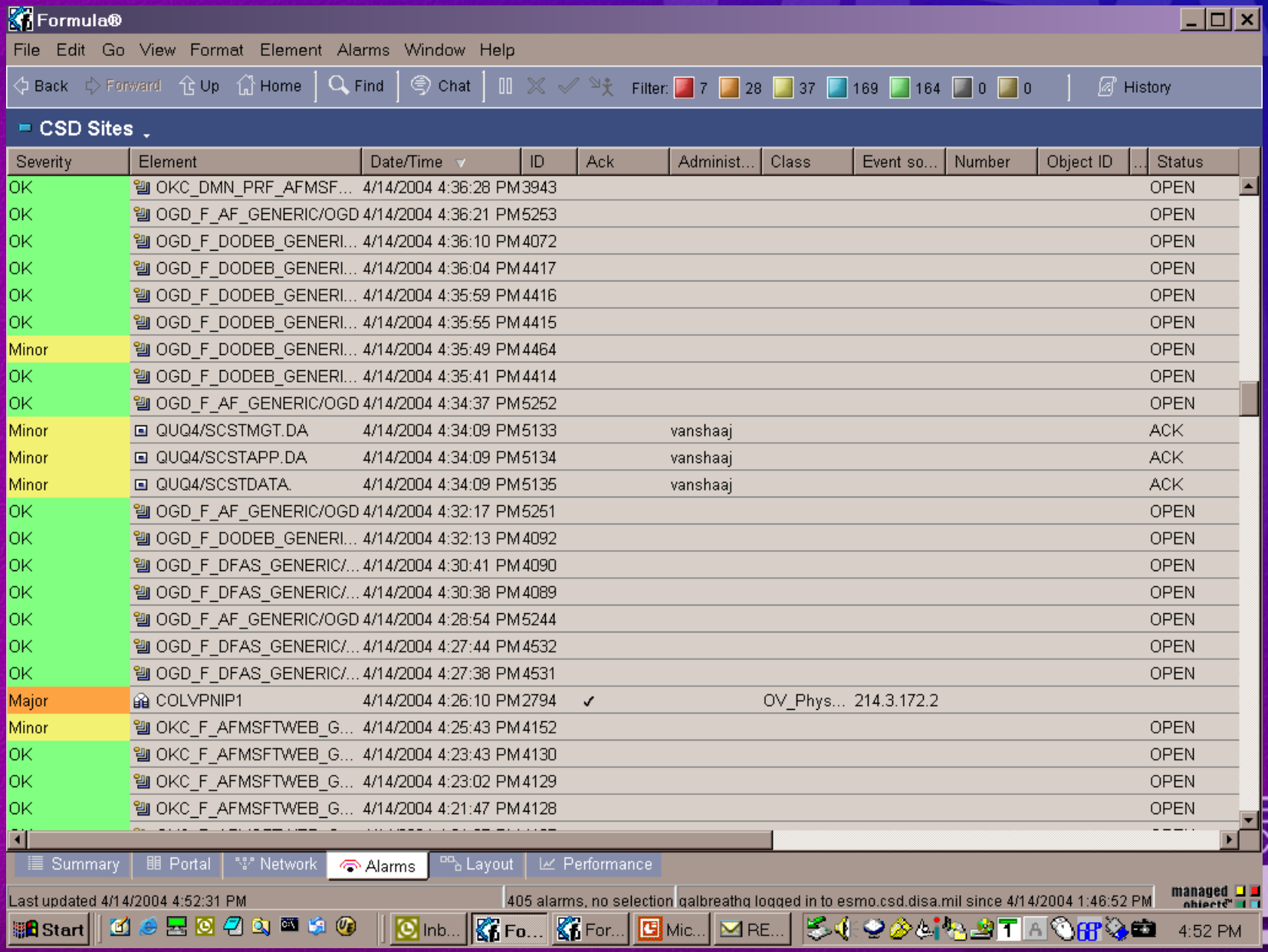

Welcome (MON) Hollon, Am
- April 20, 2004 - 1:51 P.M.
Auto Refresh OFF
"Our People Make A Difference Every Day"
Customer Summary
0 0 0 Army
0 0 0 Marines
4 0 0 Navy
4 2 0 Air Force
0 0 0 National Guard
0 0 3 DFAS
3 0 0 DLA
0 0 0 DSCA
10 8 0 MHS
Customer Details
Army
0 Total Alarms
0 0 0 0 0 0 0
[Properties] [Layout]
Marines
0 Total Alarms
0 0 0 0 0 0 0
[Properties] [Layout]
Navy
37 Total Alarms / Last Alarm:
Tue Apr 20 14:28:26 CDT 2004
INFORMATIONAL on "OID307CV-155100"
0 0 4 33 0 0 0
[Properties] [Layout] [Alarms] [Last Alarm]
Air Force
91 Total Alarms / Last Alarm:
Tue Apr 20 13:50:57 CDT 2004
OK on "Tivoli_endpoint_status"
0 2 4 0 0 0 85
[Properties] [Layout] [Alarms] [Last Alarm]
National Guard
0 Total Alarms
0 0 0 0 0 0 0
[Properties] [Layout]
DFAS
17 Total Alarms / Last Alarm:
Tue Apr 20 14:29:27 CDT 2004
INFORMATIONAL on "OOR336IN-JOBCHECK"
3 0 0 14 0 0 0
[Properties] [Layout] [Alarms] [Last Alarm]
DLA
8 Total Alarms / Last Alarm:
Tue Apr 20 14:29:16 CDT 2004
INFORMATIONAL on "MUFDDNVM-JOBESTG"
0 0 3 5 0 0 0
DSCA
0 Total Alarms
0 0 0 0 0 0 0
MHS
28 Total Alarms / Last Alarm:
Tue Apr 20 13:45:59 CDT 2004
OK on "Tivoli_endpoint_status"
0 8 10 0 0 0 10

REALIZING THE NET-CENTRIC VISION

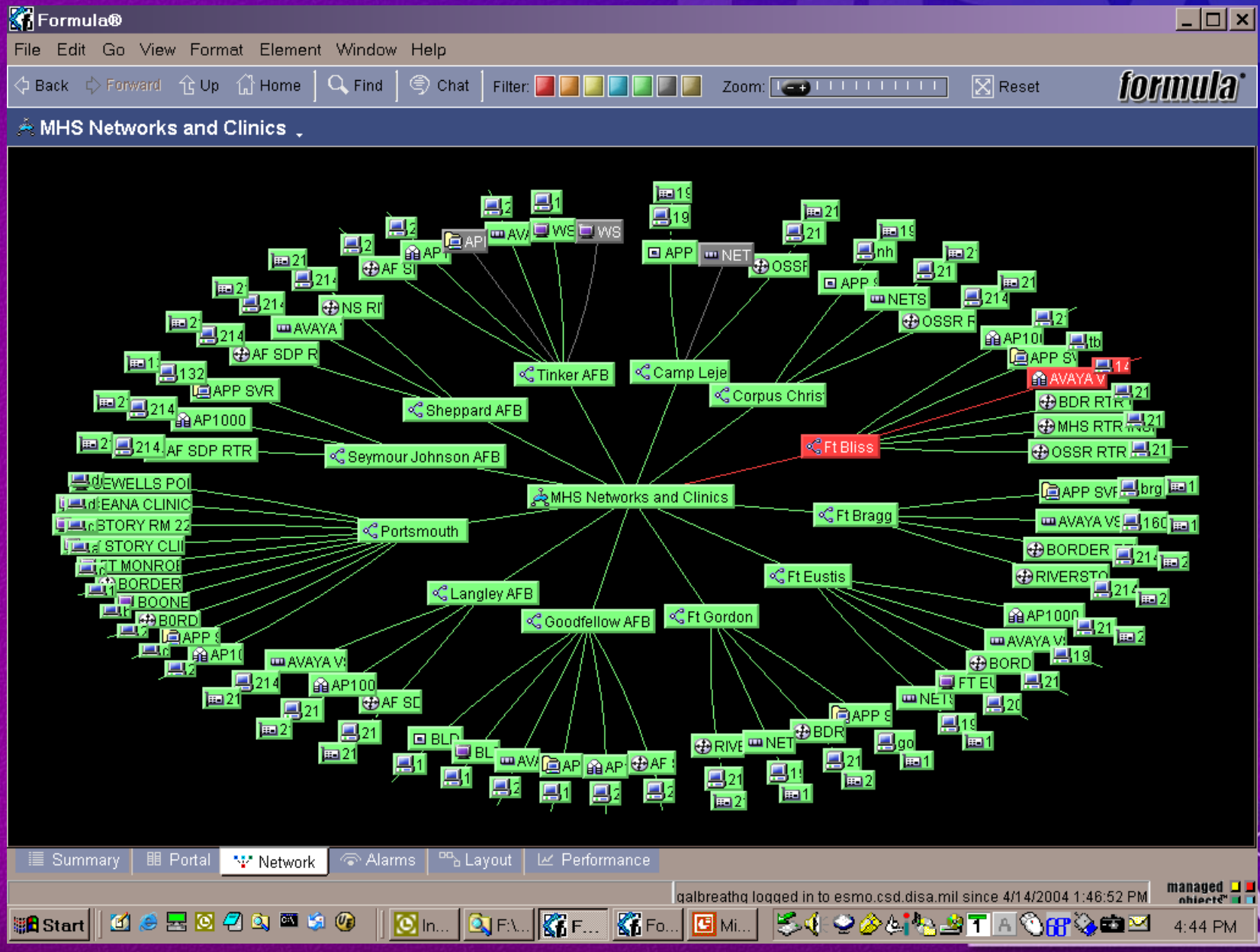
# Application Status View



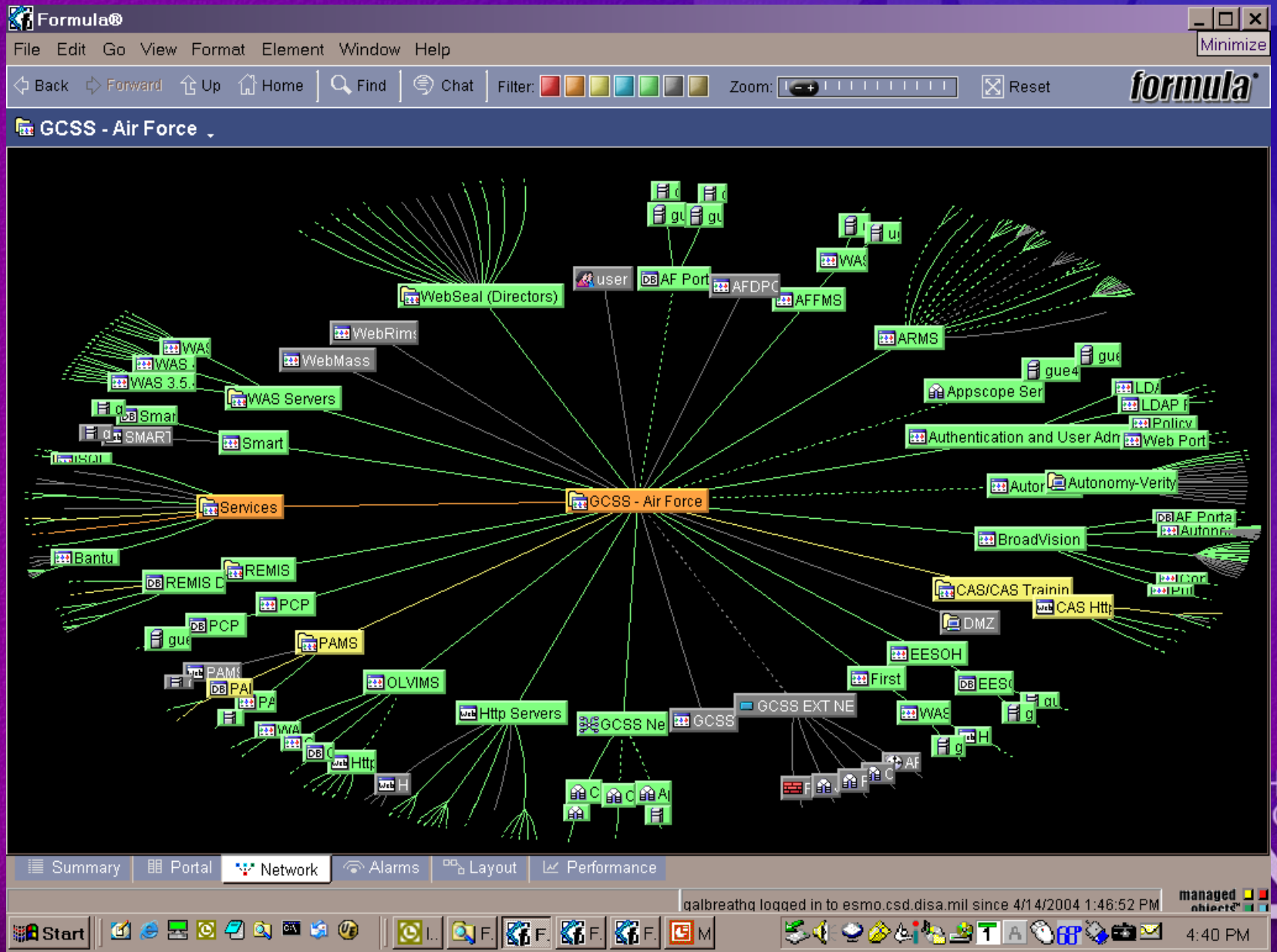
# Alerts


Formula®
File Edit Go View Format Element Alarms Window Help
Back Forward Up Home Find Chat Filter: 7 28 37 169 164 0 0 History
CSD Sites
Severity | Element | Date/Time | ID | Ack | Administ... | Class | Event so... | Number | Object ID | ... | Status
OK | OKC_DMN_PRF_AFMSF... | 4/14/2004 4:36:28 PM | 3943 | | | | | | | | OPEN
OK | OGD_F_AF_GENERIC/OGD | 4/14/2004 4:36:21 PM | 5253 | | | | | | | | OPEN
OK | OGD_F_DODEB_GENERI... | 4/14/2004 4:36:10 PM | 4072 | | | | | | | | OPEN
OK | OGD_F_DODEB_GENERI... | 4/14/2004 4:36:04 PM | 4417 | | | | | | | | OPEN
OK | OGD_F_DODEB_GENERI... | 4/14/2004 4:35:59 PM | 4416 | | | | | | | | OPEN
OK | OGD_F_DODEB_GENERI... | 4/14/2004 4:35:55 PM | 4415 | | | | | | | | OPEN
Minor | OGD_F_DODEB_GENERI... | 4/14/2004 4:35:49 PM | 4464 | | | | | | | | OPEN
OK | OGD_F_DODEB_GENERI... | 4/14/2004 4:35:41 PM | 4414 | | | | | | | | OPEN
OK | OGD_F_AF_GENERIC/OGD | 4/14/2004 4:34:37 PM | 5252 | | | | | | | | OPEN
Minor | QUQ4/SCSTMGT.DA | 4/14/2004 4:34:09 PM | 5133 | | vanshaaj | | | | | | ACK
Minor | QUQ4/SCSTAPP.DA | 4/14/2004 4:34:09 PM | 5134 | | vanshaaj | | | | | | ACK
Minor | QUQ4/SCSTDATA. | 4/14/2004 4:34:09 PM | 5135 | | vanshaaj | | | | | | ACK
OK | OGD_F_AF_GENERIC/OGD | 4/14/2004 4:32:17 PM | 5251 | | | | | | | | OPEN
OK | OGD_F_DODEB_GENERI... | 4/14/2004 4:32:13 PM | 4092 | | | | | | | | OPEN
OK | OGD_F_DFAS_GENERIC/... | 4/14/2004 4:30:41 PM | 4090 | | | | | | | | OPEN
OK | OGD_F_DFAS_GENERIC/... | 4/14/2004 4:30:38 PM | 4089 | | | | | | | | OPEN
OK | OGD_F_AF_GENERIC/OGD | 4/14/2004 4:28:54 PM | 5244 | | | | | | | | OPEN
OK | OGD_F_DFAS_GENERIC/... | 4/14/2004 4:27:44 PM | 4532 | | | | | | | | OPEN
OK | OGD_F_DFAS_GENERIC/... | 4/14/2004 4:27:38 PM | 4531 | | | | | | | | OPEN
Major | COLVPNIP1 | 4/14/2004 4:26:10 PM | 2794 | ✓ | | OV_Phys... | 214.3.172.2 | | | | 
Minor | OKC_F_AFMSFTWEB_G... | 4/14/2004 4:25:43 PM | 4152 | | | | | | | | OPEN
OK | OKC_F_AFMSFTWEB_G... | 4/14/2004 4:23:43 PM | 4130 | | | | | | | | OPEN
OK | OKC_F_AFMSFTWEB_G... | 4/14/2004 4:23:02 PM | 4129 | | | | | | | | OPEN
OK | OKC_F_AFMSFTWEB_G... | 4/14/2004 4:21:47 PM | 4128 | | | | | | | | OPEN
Summary Portal Network Alarms Layout Performance
Last updated 4/14/2004 4:52:31 PM
405 alarms, no selection
galbreathg logged in to esmo.csd.disa.mil since 4/14/2004 1:46:52 PM
managed objects
Start
Inb... Fo... For... Mic... RE...
4:52 PM

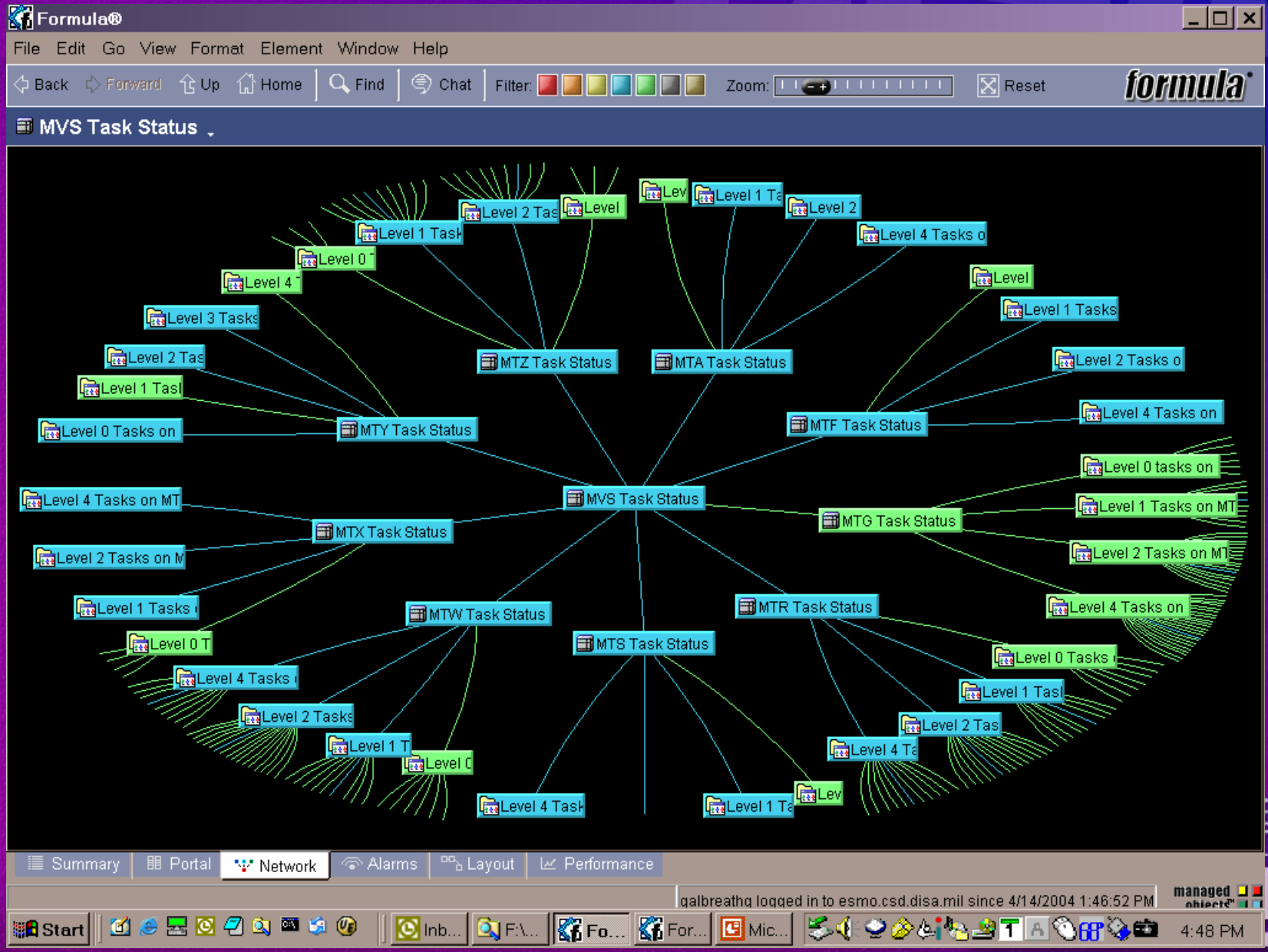
# Hierarchical System View



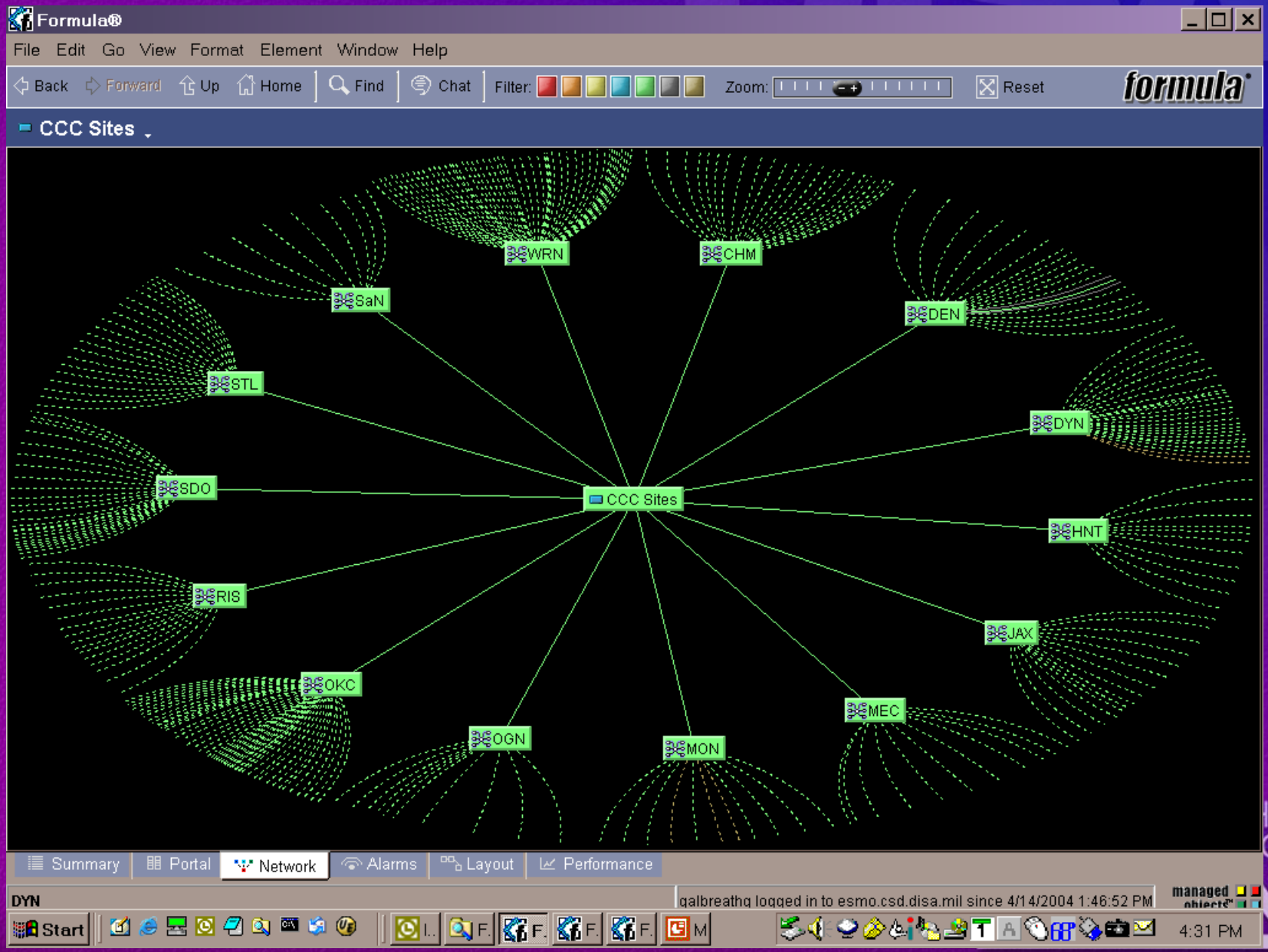
# Hierarchical System View



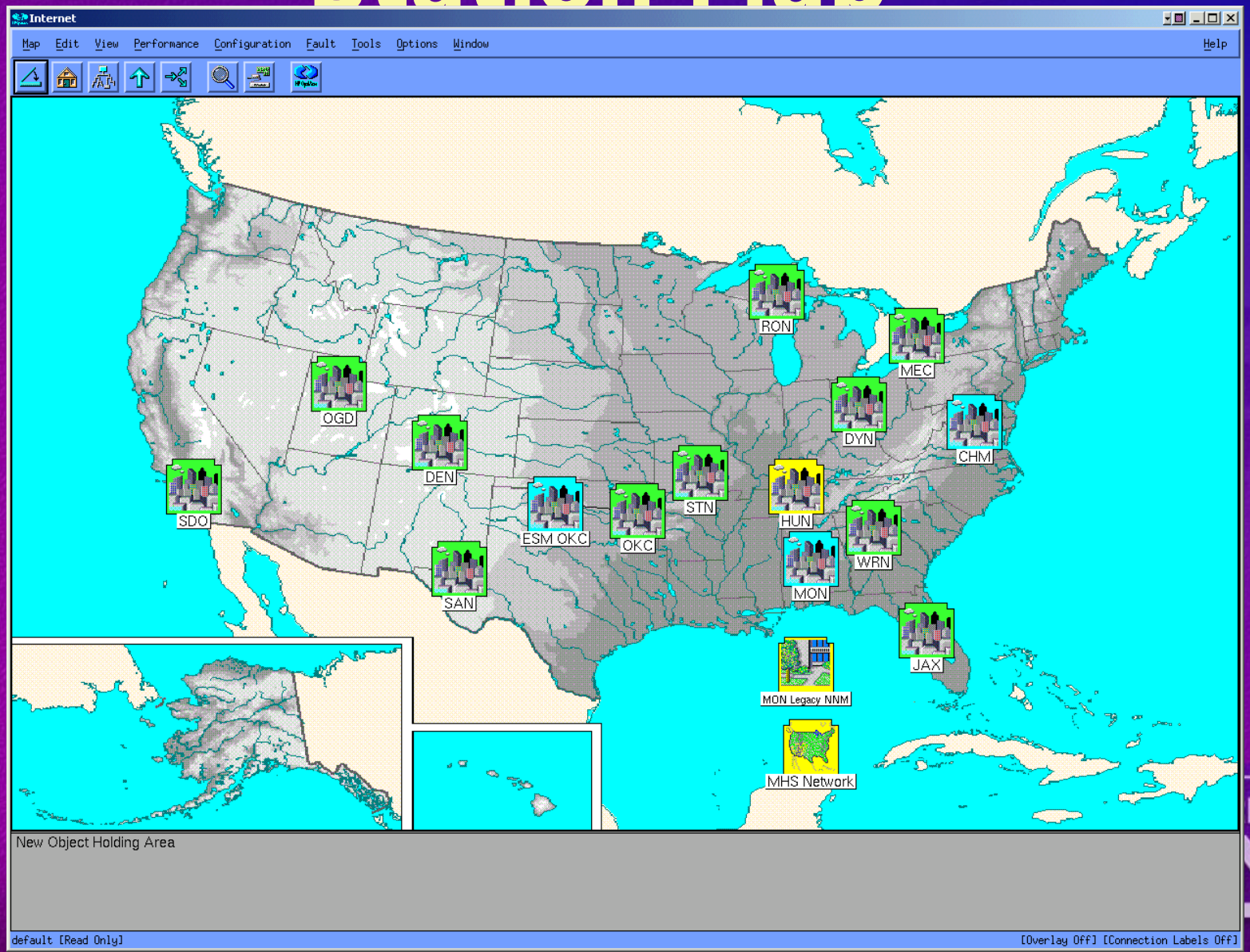
# Hierarchical System View



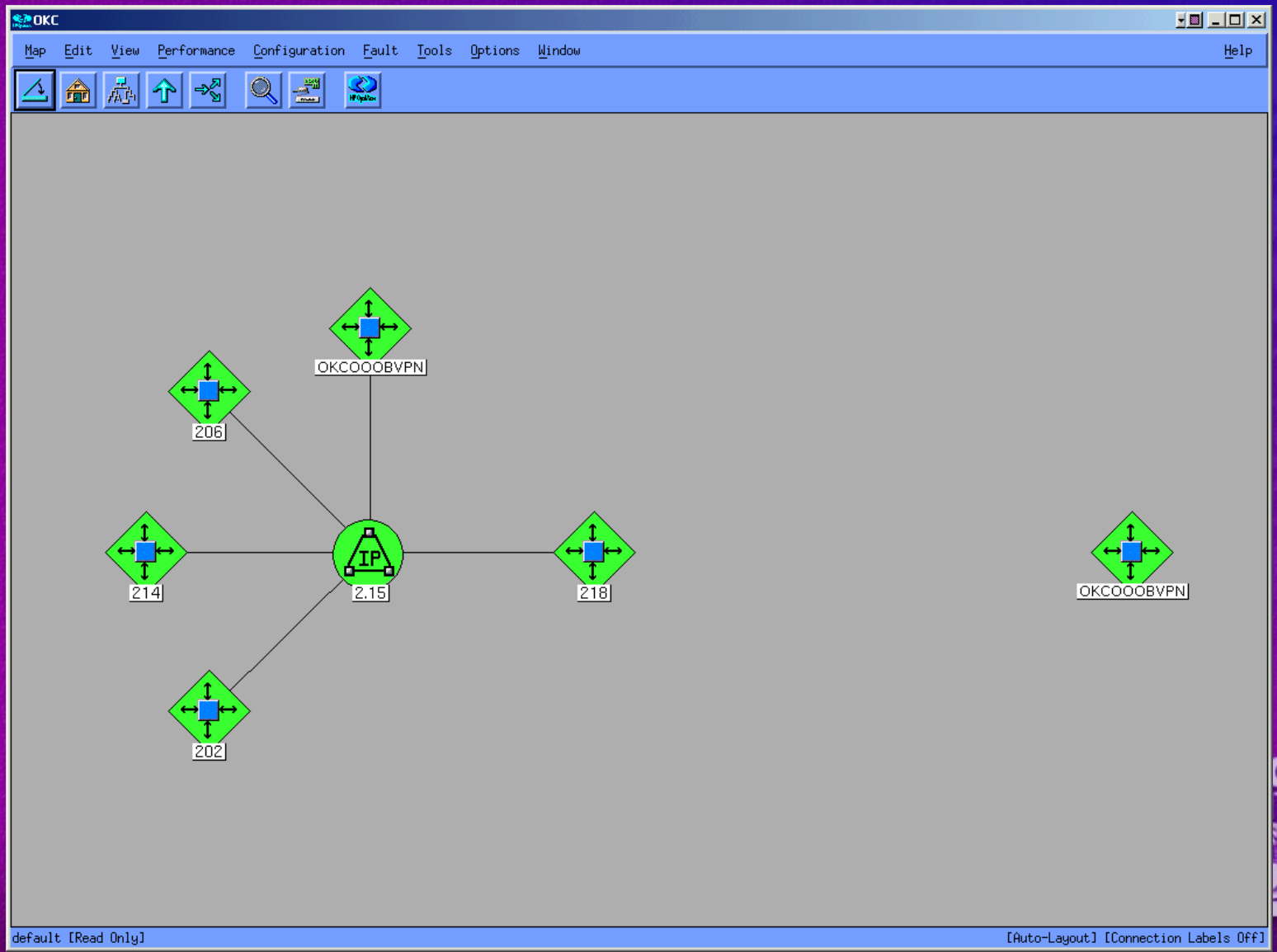
# Hierarchical System View



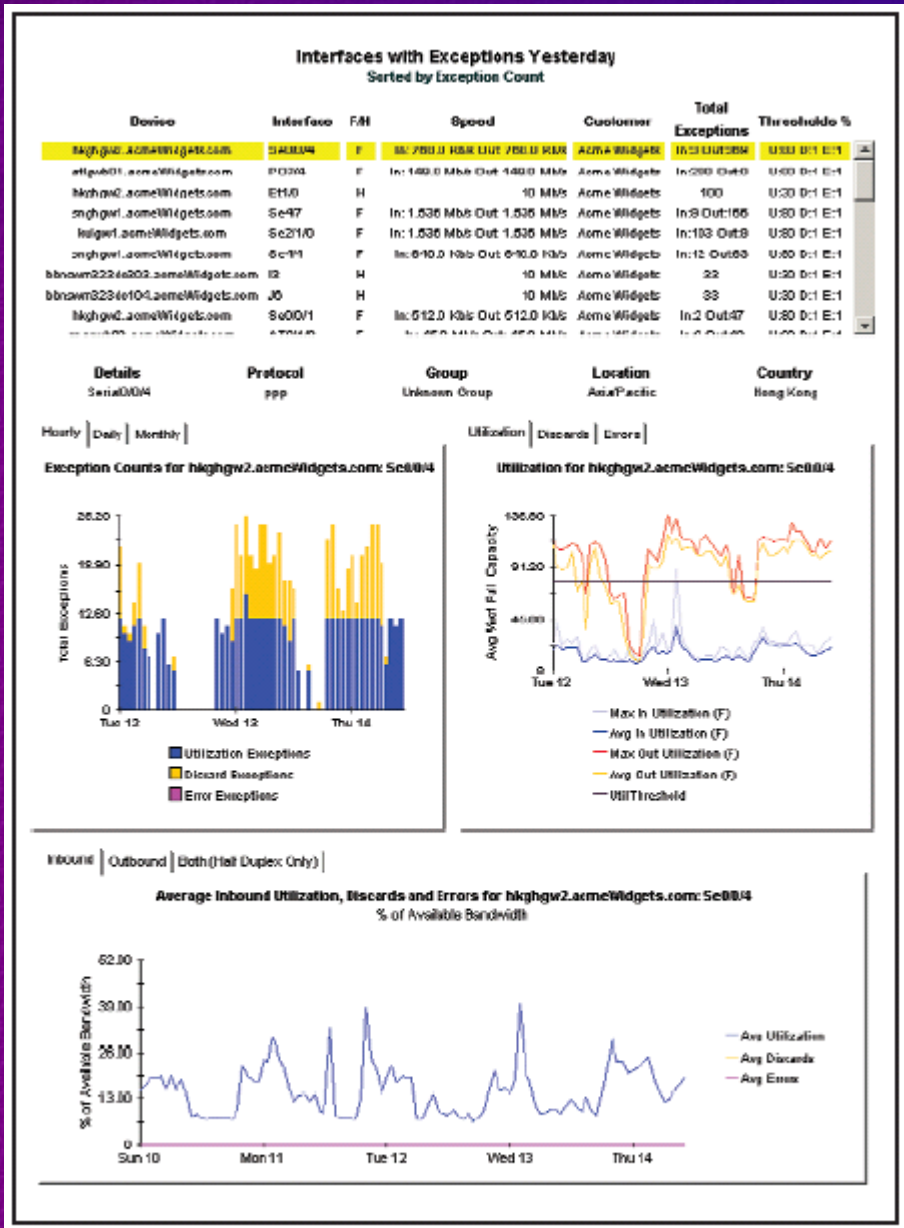
# HP OpenView Management Station Map



# OKC OOB HP OpenView Collector Map



# Network Performance



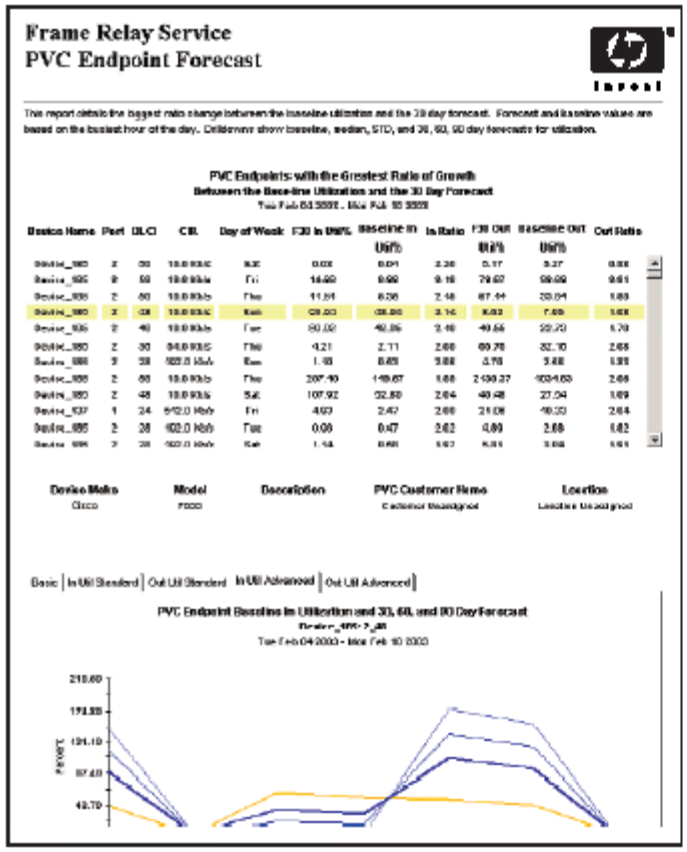

The Exception Hot Spots report shows only the network interfaces that exceeded a specified threshold during the previous day.

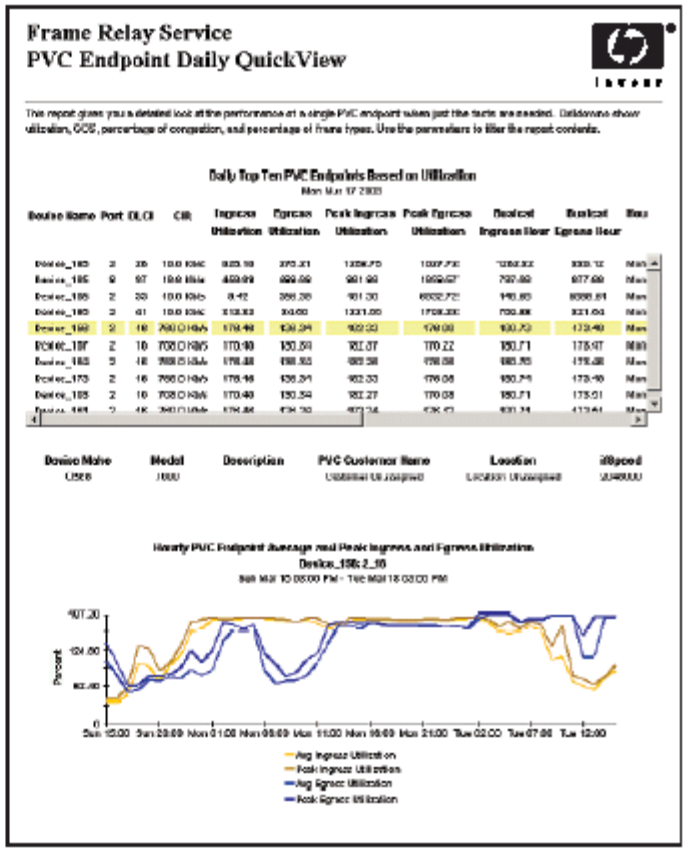
REALIZING THE NET-CENTRIC VISION

# Network Performance

**PVC Endpoint Forecast report**
The PVC Endpoint Forecast report shows the PVC endpoints with the greatest expected growth in utilization.

**PVC Endpoint Daily QuickView report**
The PVC Endpoint Daily QuickView report shows performance metrics for a single PVC endpoint. You can drill down to see utilization, Grade of Service, percentage of congestion and percentage of frame types.



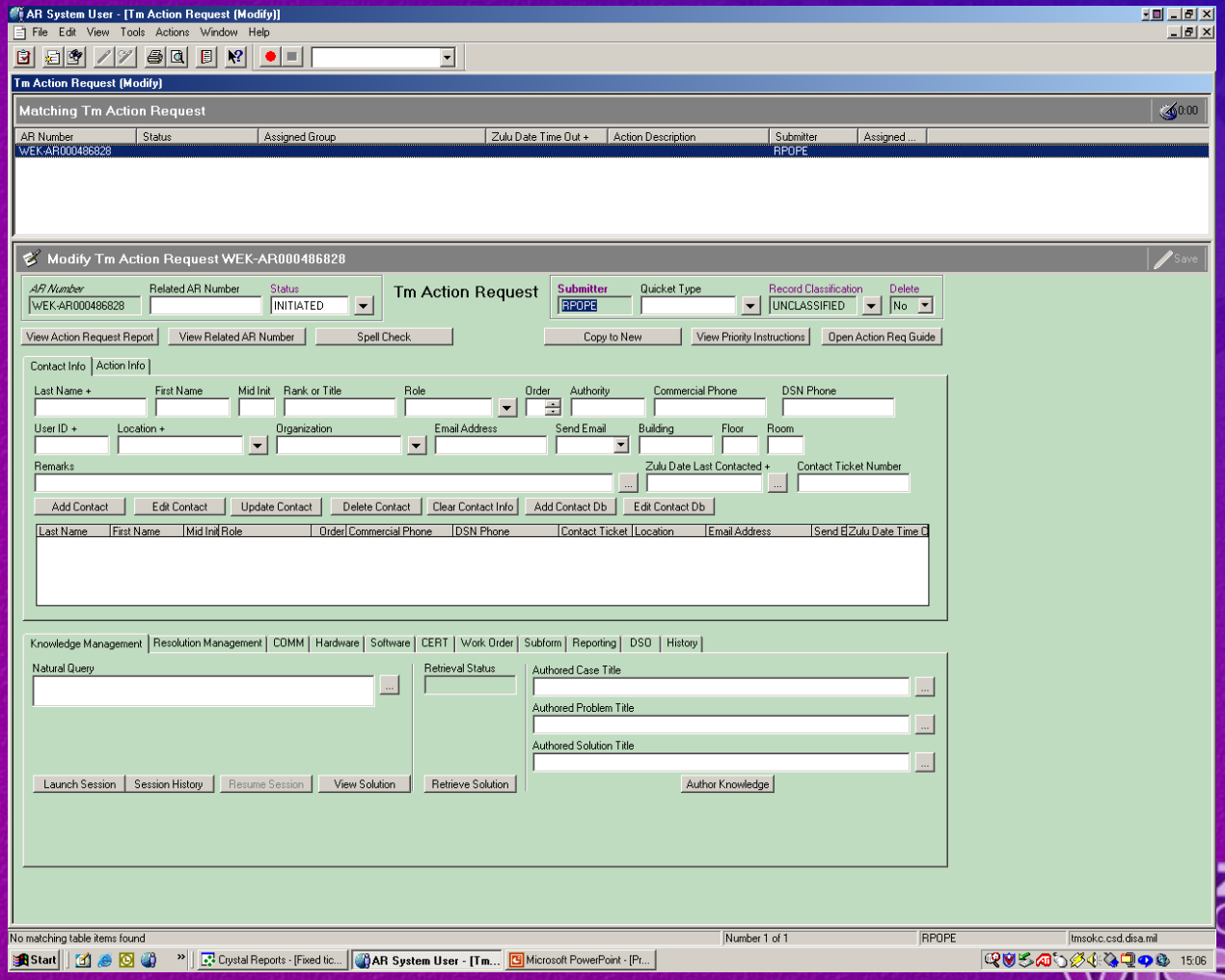



# Trouble Management System

AR System User - [Tm Application Start (Search)]
File Edit View Tools Actions Window Help
Search Tm Application Start
Search
Advanced
DISA
Trouble Management System (TMS)
TMS Start
Begin Task +
Search Task +
Current Site
DISA CS OKLAHOMA CI
Phone Messages
System Messages
Notify Alerts
Component of the
Joint DISN Control System (JDCS)
USE OF THIS OR ANY OTHER DEPARTMENT OF DEFENSE INTEREST COMPUTER SYSTEM (DODICS) CONSTITUTES YOUR CONSENT TO MONITORING BY DOD AUTHORIZED PERSONNEL FOR COMPUTER SECURITY AND SYSTEM MANAGEMENT PURPOSES. THIS DODICS AND ALL RELATED EQUIPMENT ARE TO BE USED FOR THE COMMUNICATIONS, TRANSMISSION, PROCESSING, MANIPULATION, AND STORAGE OF OFFICIAL U.S. GOVERNMENT OR OTHER AUTHORIZED INFORMATION ONLY.
UNAUTHORIZED USE OF THIS COMPUTER MAY SUBJECT YOU TO CRIMINAL PROSECUTION AND PENALTIES.
( ) " + - * / % = != < > <= >= LIKE AND OR NOT
Search Criteria:
Fields
Ready
RPOPE
tmsokc.csd.disa.mil
Start
Crystal Reports - [Fixed tic...
AR System User - [Tm...
15:04

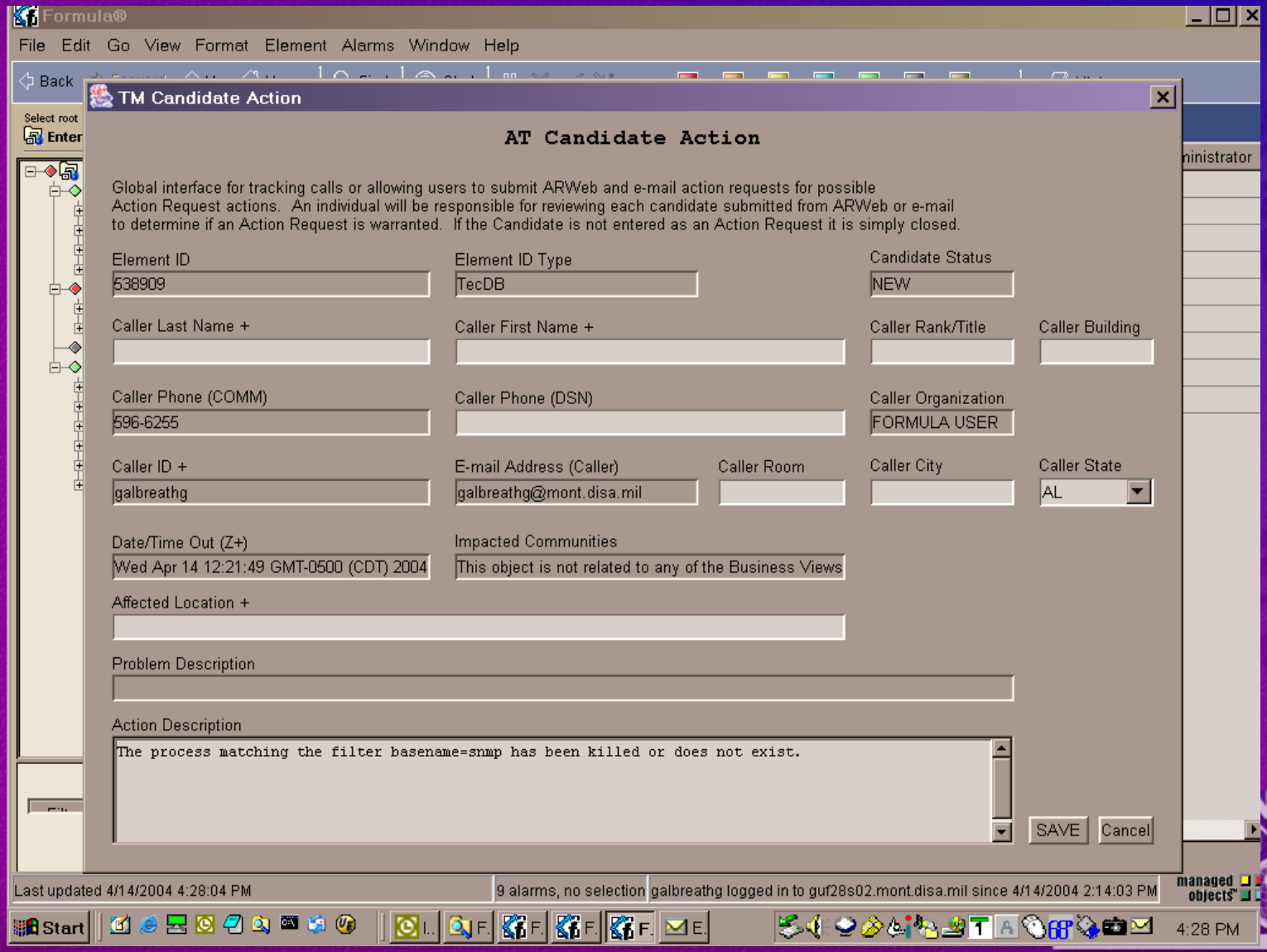
REALIZING THE NET-CENTRIC VISION

# Trouble Management System

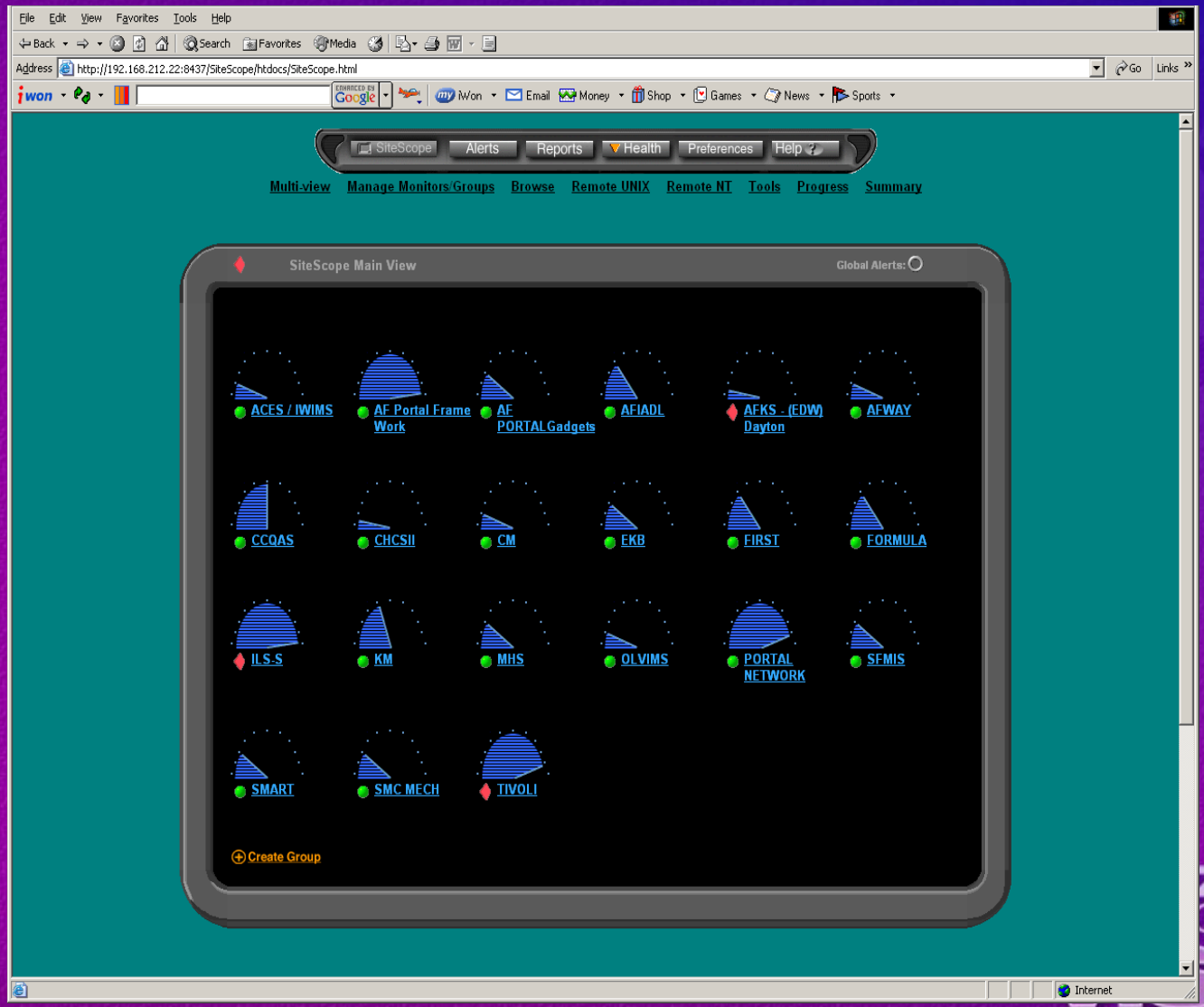



DISA
ZING THE CENTRIC VISION

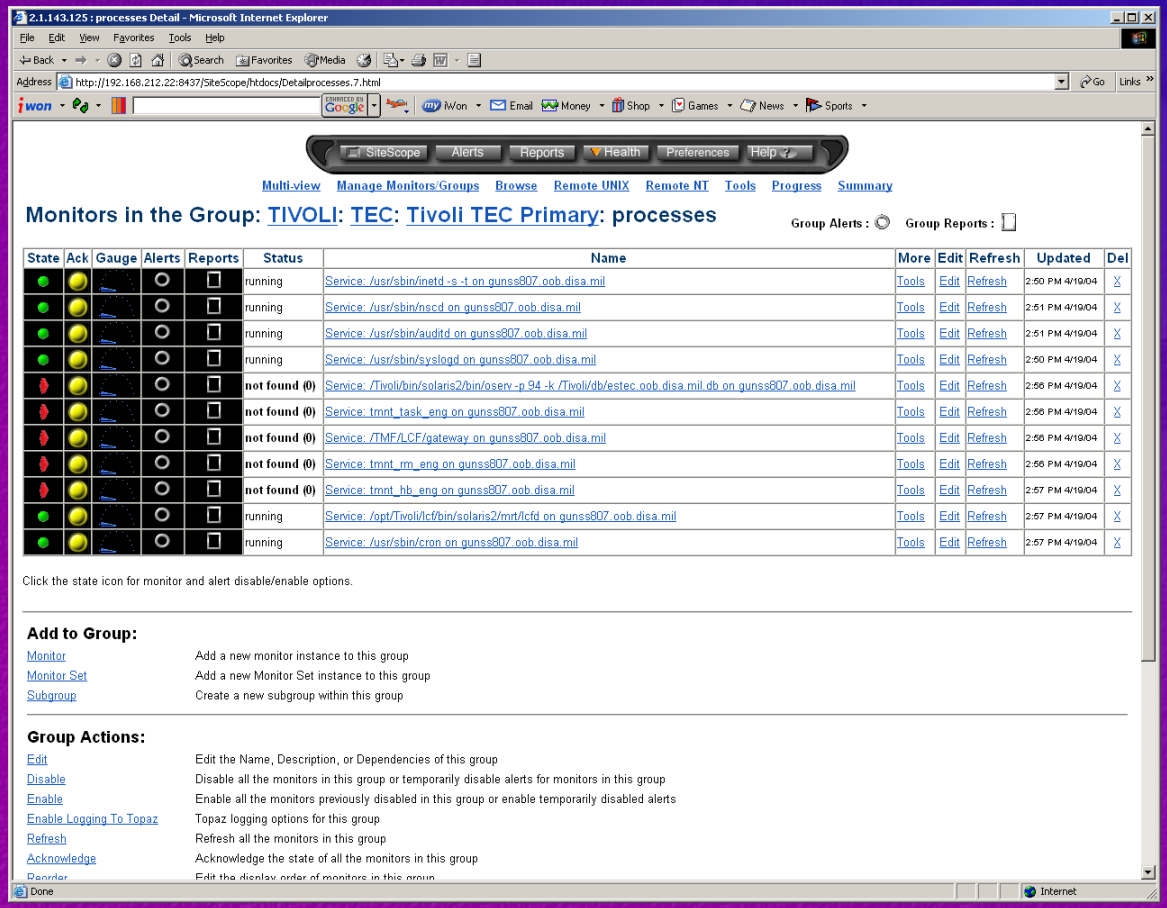
# Event creates TMS ticket


Formula®
File Edit Go View Format Element Alarms Window Help
Back
TM Candidate Action
AT Candidate Action
Global interface for tracking calls or allowing users to submit ARWeb and e-mail action requests for possible Action Request actions. An individual will be responsible for reviewing each candidate submitted from ARWeb or e-mail to determine if an Action Request is warranted. If the Candidate is not entered as an Action Request it is simply closed.
Element ID
538909
Element ID Type
TecDB
Candidate Status
NEW
Caller Last Name +
Caller First Name +
Caller Rank/Title
Caller Building
Caller Phone (COMM)
596-6255
Caller Phone (DSN)
Caller Organization
FORMULA USER
Caller ID +
galbreathg
E-mail Address (Caller)
galbreathg@mont.disa.mil
Caller Room
Caller City
Caller State
AL
Date/Time Out (Z+)
Wed Apr 14 12:21:49 GMT-0500 (CDT) 2004
Impacted Communities
This object is not related to any of the Business Views
Affected Location +
Problem Description
Action Description
The process matching the filter basename=snmp has been killed or does not exist.
SAVE
Cancel
Last updated 4/14/2004 4:28:04 PM
9 alarms, no selection
galbreathg logged in to guf28s02.mont.disa.mil since 4/14/2004 2:14:03 PM
Start
4:28 PM

# Web Application Monitoring

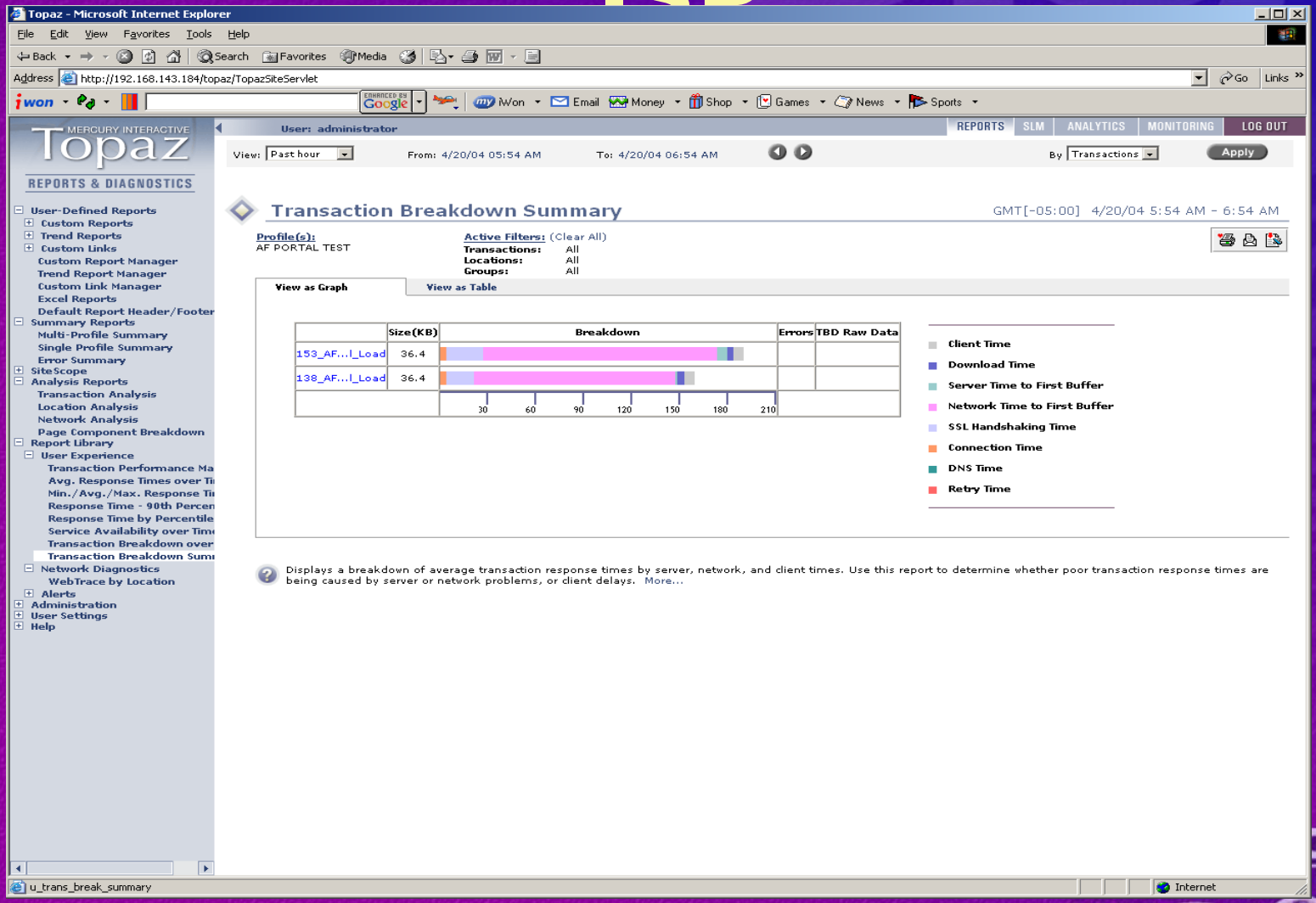


# Web Application Monitoring


2.1.143.125 : processes Detail - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Address http://192.168.212.22:8437/SiteScope/htdocs/Detailprocesses.7.html
SiteScope Alerts Reports Health Preferences Help
Multi-view Manage Monitors/Groups Browse Remote UNIX Remote NT Tools Progress Summary
Monitors in the Group: TIVOLI: TEC: Tivoli TEC Primary: processes
Group Alerts : Group Reports :
State Ack Gauge Alerts Reports Status Name More Edit Refresh Updated Del
running Service: /usr/sbin/inetd -s -t on gunss807.oob.disa.mil Tools Edit Refresh 2:50 PM 4/19/04 X
running Service: /usr/sbin/nscd on gunss807.oob.disa.mil Tools Edit Refresh 2:51 PM 4/19/04 X
running Service: /usr/sbin/auditd on gunss807.oob.disa.mil Tools Edit Refresh 2:51 PM 4/19/04 X
running Service: /usr/sbin/syslogd on gunss807.oob.disa.mil Tools Edit Refresh 2:50 PM 4/19/04 X
not found (0) Service: /Tivoli/bin/solaris2/bin/oserv -p 94 -k /Tivoli/db/estec.oob.disa.mil.db on gunss807.oob.disa.mil Tools Edit Refresh 2:56 PM 4/19/04 X
not found (0) Service: tmnt_task_eng on gunss807.oob.disa.mil Tools Edit Refresh 2:56 PM 4/19/04 X
not found (0) Service: /TMF/LCF/gateway on gunss807.oob.disa.mil Tools Edit Refresh 2:56 PM 4/19/04 X
not found (0) Service: tmnt_rm_eng on gunss807.oob.disa.mil Tools Edit Refresh 2:56 PM 4/19/04 X
not found (0) Service: tmnt_hb_eng on gunss807.oob.disa.mil Tools Edit Refresh 2:57 PM 4/19/04 X
running Service: /opt/Tivoli/lcf/bin/solaris2/mrt/lcfd on gunss807.oob.disa.mil Tools Edit Refresh 2:57 PM 4/19/04 X
running Service: /usr/sbin/cron on gunss807.oob.disa.mil Tools Edit Refresh 2:57 PM 4/19/04 X
Click the state icon for monitor and alert disable/enable options.
Add to Group:
Monitor Add a new monitor instance to this group
Monitor Set Add a new Monitor Set instance to this group
Subgroup Create a new subgroup within this group
Group Actions:
Edit Edit the Name, Description, or Dependencies of this group
Disable Disable all the monitors in this group or temporarily disable alerts for monitors in this group
Enable Enable all the monitors previously disabled in this group or enable temporarily disabled alerts
Enable Logging To Topaz Topaz logging options for this group
Refresh Refresh all the monitors in this group
Acknowledge Acknowledge the state of all the monitors in this group
Done
Internet

REALIZING THE NET-CENTRIC VISION

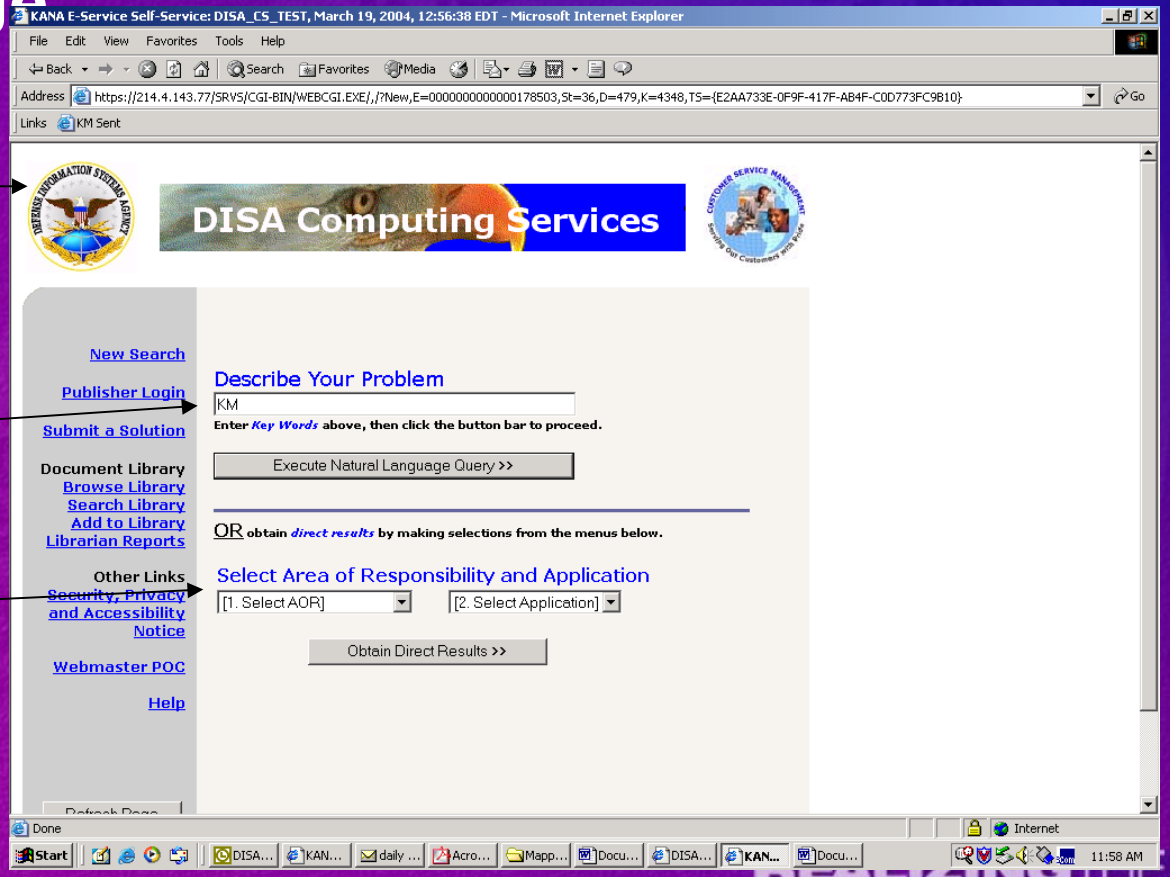
# Web Application Monitoring- ISP



# Knowledge Management

## Initial search page

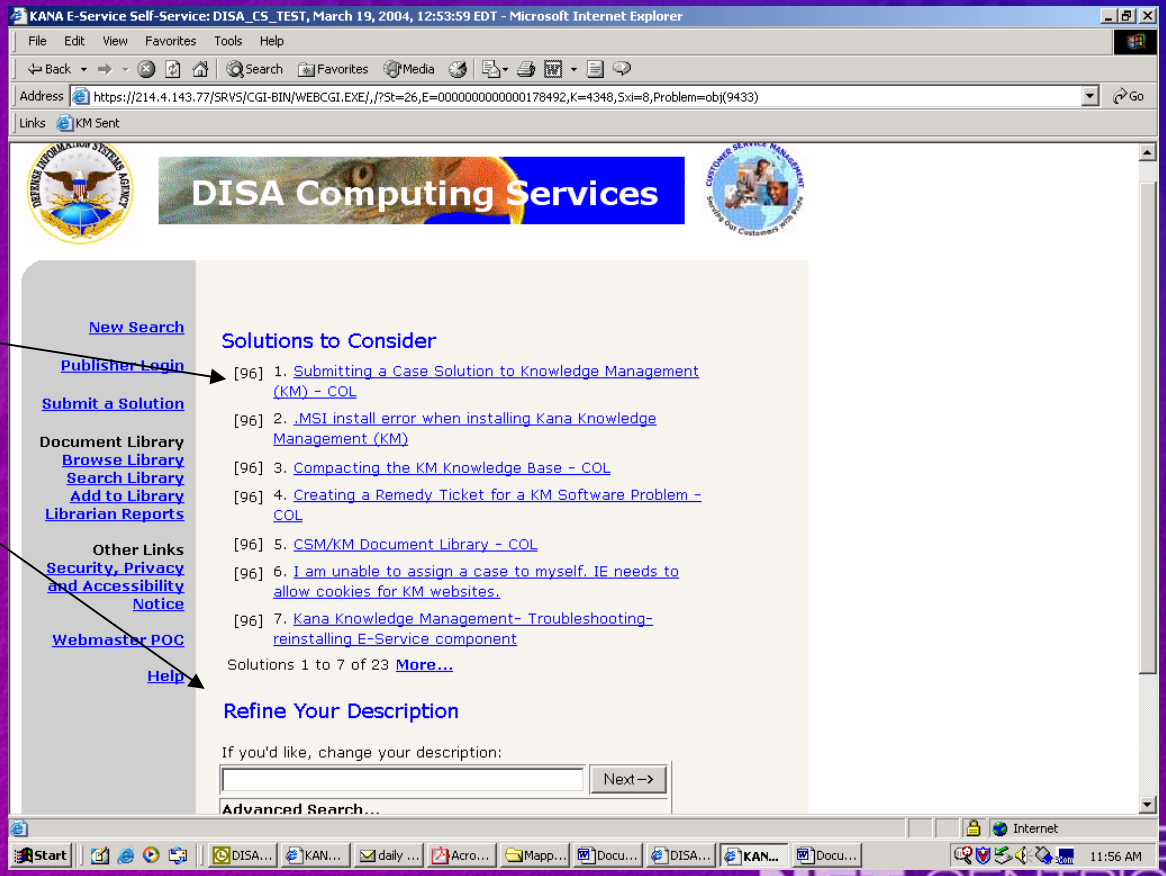
- Customized Templates to retain look/feel of agency/corporate standards
- Natural Language query
- Drop down menus to filter selections
  - Can also be radio buttons, check boxes, etc.



# Knowledge Management

## Search results page

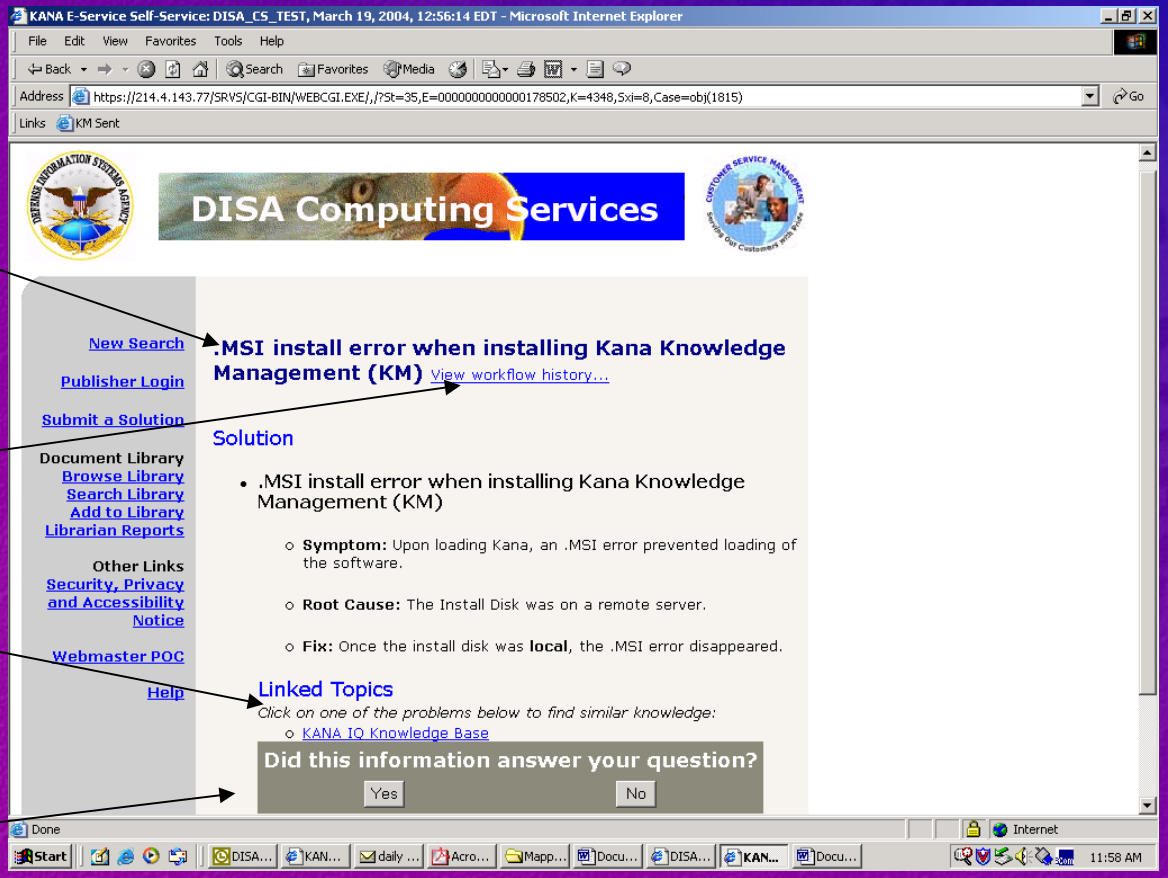
- Search results ranked by degree of applicability
- Refine search capabilities to narrow results


KANA E-Service Self-Service: DISA_CS_TEST, March 19, 2004, 12:53:59 EDT - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites Media
Address https://214.4.143.77/SRVS/CGI-BIN/WEBCGI.EXE/,/?St=26,E=000000000000178492,K=4348,Sxi=8,Problem=obj(9433)
Links KM Sent
DISA Computing Services
New Search
Publisher Login
Submit a Solution
Document Library
Browse Library
Search Library
Add to Library
Librarian Reports
Other Links
Security, Privacy and Accessibility Notice
Webmaster POC
Help
Solutions to Consider
[96] 1. Submitting a Case Solution to Knowledge Management (KM) - COL
[96] 2. .MSI install error when installing Kana Knowledge Management (KM)
[96] 3. Compacting the KM Knowledge Base - COL
[96] 4. Creating a Remedy Ticket for a KM Software Problem - COL
[96] 5. CSM/KM Document Library - COL
[96] 6. I am unable to assign a case to myself. IE needs to allow cookies for KM websites.
[96] 7. Kana Knowledge Management- Troubleshooting- reinstalling E-Service component
Solutions 1 to 7 of 23 More...
Refine Your Description
If you'd like, change your description:
Next->
Advanced Search...
Internet
Start
11:56 AM

# Knowledge Management

## Solution Page

- Solution retrieved with detailed information
- Workflow history provides information on who originated the case and when it was last updated
- Linked topics to refine search based upon similar keywords
- Question provides KANA IQ with “learning” to re-weight solution for subsequent searches

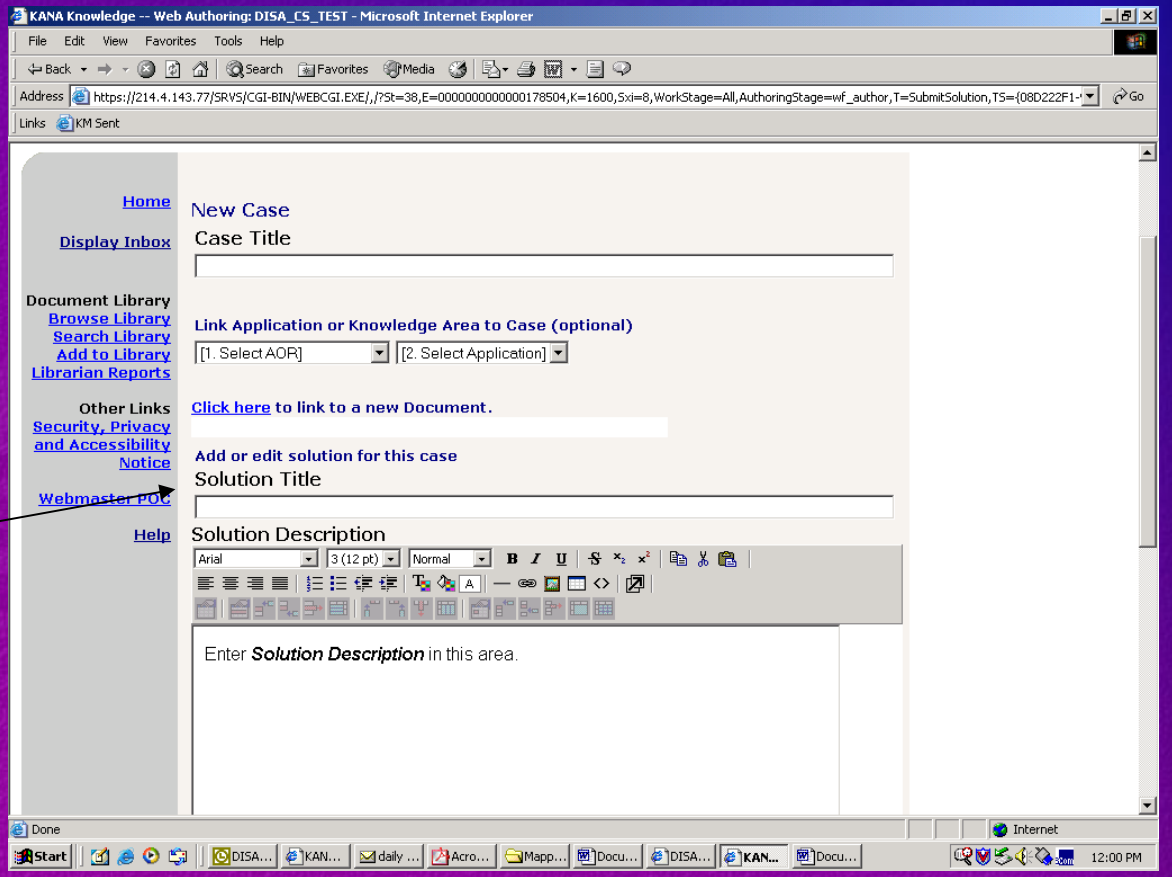

KANA E-Service Self-Service: DISA_CS_TEST, March 19, 2004, 12:56:14 EDT - Microsoft Internet Explorer
DISA Computing Services
New Search
Publisher Login
Submit a Solution
Document Library
Browse Library
Search Library
Add to Library
Librarian Reports
Other Links
Security, Privacy and Accessibility Notice
Webmaster POC
Help
.MSI install error when installing Kana Knowledge Management (KM)
View workflow history...
Solution
.MSI install error when installing Kana Knowledge Management (KM)
Symptom: Upon loading Kana, an .MSI error prevented loading of the software.
Root Cause: The Install Disk was on a remote server.
Fix: Once the install disk was local, the .MSI error disappeared.
Linked Topics
Click on one of the problems below to find similar knowledge:
KANA IQ Knowledge Base
Did this information answer your question?
Yes
No

REALIZING THE NET-CENTRIC VISION

# Knowledge Management

## Adding Content

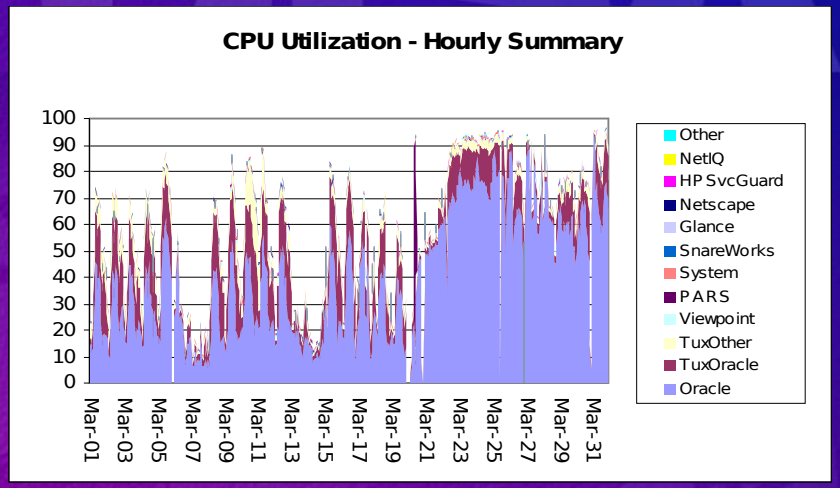
- Easy-to-use web form
- No special software required.
- Supports any data type for “attachments”

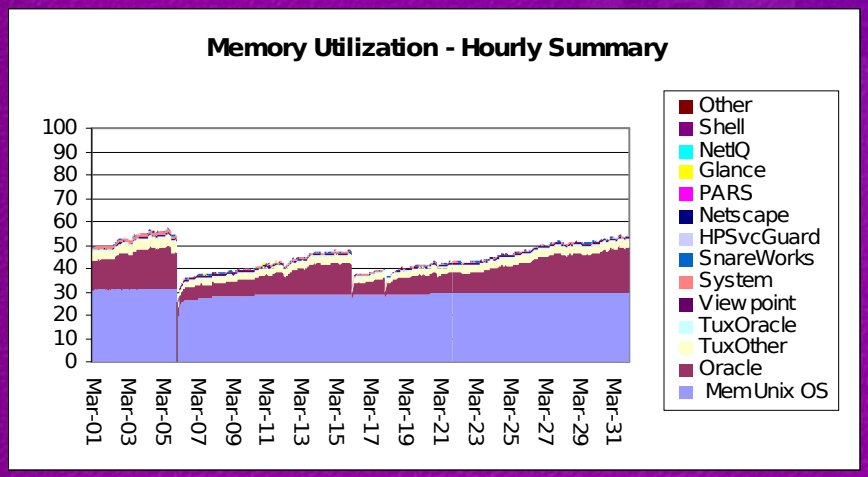


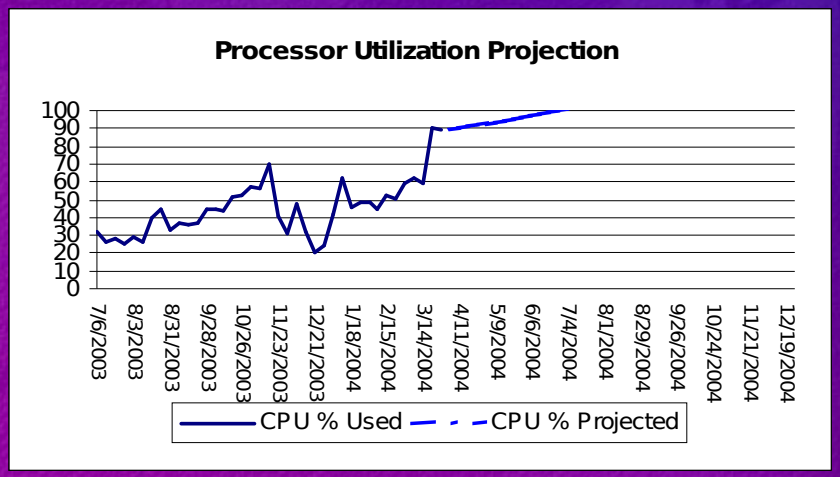

REALIZING THE NET-CENTRIC VISION

# Utilization and Capacity

| System Configuration | | | | |
|---|---|---|---|---|
| Name: | Clinical Data Repository (gusdmm01) | | | |
| Description: | Runs CHCS II applications and Oracle | | | |
| Applications: | 3M Care Innovation Suite 7.0, BEA Tuxedo 6.5, Oracle 8.1.6.3 | | | |
| System Model: | HP 9000 Superdome | | | |
| Processing Speed: | 875 MHz | | | |
| Number of CPUs | Current: | 16 | Maximum: | 64 |
| Configured Memory (GB) | Current: | 32 | Maximum: | 512 |
| **Summary Statistics** | **Value** | | **Further Analysis** | |
| Average Hourly CPU Utilization | 71.80 | | Yes | |
| Peak Average Hourly CPU Utilization | 99.73 | | Yes | |
| Average Hourly CPU % Wait | 10.16 | | Yes | |
| Peak Average Hourly CPU % Wait | 29.30 | | Yes | |
| Average Hourly Memory % Used | 55.89 | | | |
| Peak Average Hourly Memory % Used | 81.80 | | | |
| Peak Process Load | 31.70 | | Yes | |
| Peak Swap Outs per second | 0.00 | | | |




**Comments**: The high average and peak values for CPU Utilization show potential performance issues. The high average and peak values for CPU % Wait indicate potential I/O device bottlenecks. The peak in Process Load represents isolated periods where processes were not serviced by the CPUs in a timely manner.

# ESM Products

- IBM Tivoli
- Veritas Netbackup, Cluster Server
- Mercury Sitescope and Topaz
- Managed Objects *formula,* Business Services Analyzer, Business Enterprise Manager
- HP OpenView, Extended Topology, Performance Insight
- Sightline
- TMS/Remedy
- Kana Knowledge Management

REALIZING THE NET-CENTRIC VISION

# Identity Management

- Account provisioning including the ability to create, delete, and

modify multiple system user accounts from a central location.

- Allow customers the ability to perform self-service tasks including password resets and request additional system access.
- Automated workflow capabilities in order to streamline the system

authorization process.

- Provide role-based management to quickly establish system access

needs by role.

- Provide auditing report functionality in order to track system

access.

REALIZING THE NET-CENTRIC VISION

# Server Software Provisioning

- Automates server software provisioning (bare-metal and previously installed software)
- Automates application software installation
- Provides for patch distribution

REALIZING THE NET-CENTRIC VISION

# Points of Contact by Product (DSN)

**HP OpenView – Am Hollon - 596-1742**

**HP Performance Insight – Am Hollon - 596-1742**

**IBM Tivoli – James Walker - 596-1361**

**Knowledge Management – Jean Baugh 926-1681**

**Managed Objects – Gariesa Galbreath 596-6255**

**Mercury – Am Hollon - 596-1742**

**Sightline – Roger Bodin - 926-1616**

**TMS/Remedy - Duane Heick - 926-1606**

**Veritas – Don Crawley – 596-6503**

REALIZING THE NET-CENTRIC VISION

DEFENSE INFORMATION SYSTEMS AGENCY